



J. TYLER McCAULEY  
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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May 30, 2006

TO: Mayor Michael D. Antonovich  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – FAMILY  
SOLUTIONS SANTA ANA AND WEST COVINA GROUP HOMES**

We have completed a review of Santa Ana and West Covina Group Homes (Group Home or Agency) operated by Family Solutions, Incorporated. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Santa Ana Group Home is a six-bed facility, which provides care for boys ages 13-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Santa Ana Group Home was providing services for six Los Angeles County DCFS children.

West Covina Group Home is a six-bed facility, which provides care for girls ages 13-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, West Covina Group Home was providing services for five Los Angeles County DCFS children.

West Covina Group Home is located in the Fifth District, and Santa Ana Group Home is located in Orange County.

*"To Enrich Lives Through Effective and Caring Service"*

### **Scope of Review**

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues, and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

### **Summary of Findings**

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address several deficient areas.

Both Santa Ana and West Covina Group Homes need to include the treatment team and the child in the development of the Needs and Services Plans; and create Needs and Services Plans that are comprehensive and include long and short-term goals.

Santa Ana Group Home needs to clean the carpeting throughout the home; clean the sofa pillows; clean the dining chairs; clean the kitchen cabinets, replace the knobs on the kitchen cabinets, and repair the kitchen drawers; replace the worn mattresses in the bedrooms; and paint the walls in the bedrooms.

Attached is a detailed report of the review findings.

### **Review of Report**

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

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[http://auditor.co.la.ca.us/group\\_home.asp](http://auditor.co.la.ca.us/group_home.asp)

Board of Supervisors  
May 30, 2006  
Page 3

#### Attachments

c: David E. Janssen, Chief Administrative Officer  
David Sanders, Ph.D., Director, DCFS  
Robert B. Taylor, Chief Probation Officer  
John Peel, Executive Director, Family Solutions, Inc  
Public Information Office  
Audit Committee

**Santa Ana Group Home  
13292 North Fairmont Way  
Santa Ana, California 92705  
Phone: (714) 832-0032  
License Number: 306000530  
Rate Classification Level: 12**

## **I. Facility and Environment**

### **Method of assessment – Observation**

#### **Comments:**

Santa Ana Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped.

Overall, the interior of the Group Home is adequately maintained. There is adequate furniture and lighting in the Group Home. The Group Home provides a homelike environment. However, the carpeting throughout the home is dirty; and the sofa pillows and the dining chairs are stained. In the kitchen, the cabinets are dirty, the cabinet door knobs are missing, and the drawers are broken.

Children's bedrooms have age-appropriate personalized decorations. The beds all have a full complement of linens, and children's sleeping arrangements are appropriate. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. However, in all of the bedrooms, the mattresses are worn; and the walls are dirty, have paint stains, and have unpainted patch work.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

### **Recommendations**

#### **1. Family Solutions management:**

- a. Clean or replace the carpeting throughout the Group Home as needed.**
- b. Clean or replace sofa pillows in the living room area.**
- c. Clean or replace dining chairs.**

- d. Clean the kitchen cabinets.
- e. Replace the knobs on the kitchen cabinets.
- f. Repair the broken kitchen drawers.
- g. Replace all worn mattresses.
- h. Paint the bedroom walls.

## **II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

### **Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current; however, the treatment team does not develop or implement the NSPs, and the NSPs do not include input from the child. The NSPs are not comprehensive, and do not include long or short-term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

### **Recommendations**

#### **2. Family Solutions management:**

- a. Include the treatment team and input from the child in the development and implementation of the NSPs.
- b. Maintain comprehensive NSPs that are specific, measurable, attainable, realistic, time limited and include short term and long term goals for all children.

## **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendations**

**There are no recommendations for this section.**

**IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. Children are provided with opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

**Recommendations**

**There are no recommendations for this section.**

**V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

**Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

**Recommendations**

**There are no recommendations for this section.**

**VI. Personal Rights**

**Method of assessment –Interviews with children**

**Sample size for interviews: Two**

**Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to have private visitors, to make and receive personal telephone calls, and to send and receive unopened mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to

select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**

**West Covina Group Home  
1922 Heath Terrace  
West Covina, California 91791  
Phone: (626) 919-5632  
License Number: 191592069  
Rate Classification Level: 12**

## **I. Facility and Environment**

### **Method of assessment – Observation**

#### **Comments:**

West Covina Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

### **Recommendations**

**There are no recommendations for this section.**

## **II. Program Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans are current; however, the treatment team is not included in the development or implementation of the Needs and Services Plans (NSPs), and the NSPs do not include input from the child. The NSPs are not comprehensive, and do not include long or short-term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendations****1. Family Solutions management:**

- a. Include the treatment team and input from the child in the development and implementation of the NSPs.
- b. Maintain comprehensive NSPs that are specific, measurable, attainable, realistic, time limited and include short term and long term goals for all children.

**III. Educational and Emancipation Services****Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendations**

**There are no recommendations for this section.**

#### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. Children are provided with opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

#### **Recommendations**

**There are no recommendations for this section.**

#### **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

**Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

#### **Recommendations**

**There are no recommendations for this section.**

#### **VI. Personal Rights**

**Method of assessment –Interviews with children**

**Sample size for interviews: Two**

**Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to have private visitors, to make and receive personal telephone calls, and to send and receive unopened mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

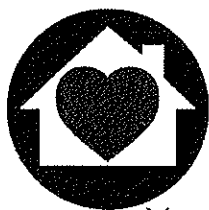
The Group Home provides children with the required weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**



# Family Solutions, Inc.

*Turning Disadvantaged Children into Advantaged Adults*

March 6, 2006

Candace Rhue  
Group Home Audit Supervisor  
Department of Auditor-Controller  
Kenneth Hahn Hall of Administration  
500 W. Temple St. Room 515-A  
Los Angeles, CA. 90012

Dear Ms. Rhue:

Please find the correction to the CAP dated January 25, 2006. All of the recommendations have been corrected/ implemented.

## **Santa Ana House:**

### **I. Facility and Environment**

#### **Recommendations**

Family Solutions Management-

- A. Clean or replace the carpeting throughout the Group Home as needed.
- B. Clean or replace Sofa pillows in the living room area.
- C. Clean or replace dinning chairs.
- D. Replace the knobs on the kitchen cabinets.
- E. Repair the broken kitchen drawers.
- F. Replace all worn mattresses.
- G. Paint the bedroom walls.

#### **Corrective Action Plan**

- A. The carpeting was cleaned throughout the house.
- B. New Sofa pillows were bought for the sofa in the living room.
- C. Dinning chairs were cleaned. The cushions were reupholstered.
- D. The kitchen cabinets were all refinished and fixed.
- E. The kitchen cabinets were repaired and refinished.
- F. New Mattresses were bought for all the clients.
- G. The bedrooms, as well as other parts of the house, were painted.

In the future, the Facility Administrator will do a weekly check-up for the physical setting of the house. The Program Manager, Tori Mohmand-Farhad will also conduct

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weekly check ups of each of the home. Family Solutions maintenance personnel, Ken Polucha will also conduct monthly check ups of all the homes and clean the carpets as needed. This will be verified by the Program Manager on a monthly basis.

## **II. Program Services**

### **Recommendations**

- A. Include the treatment team and input from the child, in the development and implementation of the NSP.
- B. Maintain NSPs that are comprehensive; specific, measurable, attainable, realistic, time limited and include short-term and long-term goals for all the children.

### **Corrective Action Plan**

- A. Implemented. The Treatment Team's and the child's input are part of the development and the implementation of the NSPs.
- B. NSPs were altered to show specific, measurable, attainable, realistic and time limited short-term and long-term goals. All of the NSP from the date of the audit will reflect the required recommendations for all the Group Homes. Clinical Supervisor, Linda Zimbelman will review the NSPs closely for all the required recommendations.

## **West Covina Home**

## **II. Program Services**

### **Recommendations**

- A. Include the treatment team and input from the child, in the development and implementation of the NSP.
- B. Maintain NSPs that are comprehensive; specific, measurable, attainable, realistic, time limited and include short term and long-term goals for all the children.

### **Corrective Action Plan**

- A. Implemented. The Treatment Team's and the child's input are part of the development and the implementation of the NSPs.
- B. NSPs were altered to show specific, measurable, attainable, realistic and time limited short-term and long-term goals. All of the NSP from the date of the audit will reflect the required recommendations for all the Group Homes. Clinical Supervisor, Linda Zimbelman will review the NSPs closely for all the required recommendations.

If you have any further questions or concerns, please feel free to give me a call at (714) 835-1333 ext. 130

Sincerely,



Tori Mohmard-Farhad  
Program Manager, Group Home